Attachment A-2a

BA/GTE PERFORMANCE MEASUREMENT BUSINESS RULES
BELL ATLANTIC STATES

Connecticut, Delaware, District of Columbia, Massachusetts, Maryland, Maine, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, West Virginia, Virginia and Vermont

Pre-Ordering (PO)

Function:

PO-1 Response Time OSS Ordering Interface

Definition:

- ***Response Time*** – For PO-1-01 through –06, response time is the number of seconds between the issuance of a pre-ordering query and the successful receipt of the requested information in a specific field and screen.
- ***Average Response Time*** – Average response time is the sum of the response times divided by the number of pre-ordering queries in the report period. It is calculated separately for PO-1-01 through –06. Queries that "time-out" are excluded from the calculation of average response time.

- **Time-out** – A time-out is a query for which the requested information or an error message is not provided within 60 seconds for PO-1-01 through –04, and -06, or within 330 seconds for PO-1-05 Telephone Number Availability & Reservation. Time-outs are set at long intervals to ensure that average response times include long response times but do not include queries that will never complete. (Time outs for TN selection may be reduced to 60 seconds pending state approval as the retail OSS is modified.)

Methodology:

The measurements for PO-1 are derived from simulated pre-ordering queries generated by Bell Atlantic's simulation system[39] . These simulations also support the measure of PO-2 OSS Interface Availability. Time-outs that are removed from queues for average response time calculations are included in the PO-2 OSS Interface Availability calculations.

Performance to CLECs is measured through BA's Gateway and its pre-ordering Operations Support System (OSS). The simulation system replicates the keystrokes of a CLEC representative and measures the response times from when the "enter" key is hit until a response is received back on the display screen after processing.

Performance to BA retail is measured directly to and from BA's OSS. The simulation system replicates the keystrokes of a BA service representative and measures the response times from when the "enter" key is hit until a response is received back on the display screen after processing by the pre-ordering OSS.

The simulation system uses the same account numbers for the CLEC and BA retail simulations. The simulation system generates simulated CLEC and BA retail queries simultaneously and continuously throughout the day, Monday through Friday, 8 AM to 6 PM, excluding New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day. At least ten BA retail simulated queries are generated per hour for each type of query. At least ten CLEC simulated queries are generated per hour for each type of query for each available CLEC interface (currently Web GUI, EDI, CORBA)[40] without regard to CLEC usage of each interface. The total number of simulated queries depends on the average response times.

Each query has a unique name based on time and date. The simulation system robot monitors for a matching response, and identifies successful responses by the file extension names. The file extension varies according to whether the transaction is successful or experiences an error or time-out condition. Successful response for an Address Validation request is identified by a file extension of ".ada." The file is then read to ensure it starts and ends with the appropriate indicators for a successful transaction.

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[39] Enview is currently used as the simulation system.

[40] As new CLEC interfaces become available, the the simulation system's simulation process will be expanded to include them as well. If a CLEC interface is retired, the simulations, measurement, and reporting will cease for that interface. The Carrier Guidelines will be modified to reflect any such changes.

PO-1 OSS Response Time (continued)

Exclusions:

- Normal exclusions include Saturday, Sunday, and major holidays, as well as hours outside of the normal report period.

NOTE: If response time aberrations occur due to failures of the simulation system robot itself or the network between the simulation system and the CLEC interface or between the simulation system and the BA OSS, BA will note such failure times and report the data without exclusion in a footnote on the report.

Performance Standard:

EDI & CORBA: Parity with Retail plus not more than 4 seconds. 4-Second difference allows for variations in functionality and additional security requirements of interface.

WEB GUI: Until April 2001, Parity with retail plus not more than 7 seconds. After April 2001 Parity with retail plus not more than 4 seconds. This allows for differences and improvements in Web technology.

Formula:

Σ Response Times from enter key to reply on screen for each transaction / Number of Simulated Transactions for each transaction type.

Report Dimensions:

Company:	Geography:
· BA Retail · CLEC Aggregate	· State

Products	CLEC Aggregate: · WEB GUI · EDI · CORBA

Sub-Metrics – PO-1 Response Time OSS Ordering Interface

PO-1-01	**Average Response Time – Customer Service Record**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for CSR transactions.	Number of CSR transactions simulated by the Simulation system
PO-1-02	**Average Response Time – Due Date Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Due Date Availability.	Number of Due Date availability transactions simulated by the Simulation system
PO-1-03	**Average Response Time – Address Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Address Validation.	Number of address validation transactions simulated by the Simulation system.
PO-1-04	**Average Response Time – Product & Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Product and Service Availability.	Number of Product & Service availability transactions simulated by the Simulation system.

Sub-Metrics – (continued) Response Time OSS Ordering Interface		
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation** [41]	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for TN Availability/Reservation.	Number of TN Availability/Reservation transactions simulated by the Simulation system .
PO-1-06	**Average Response Time – Facility Availability (Loop Qualification)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for Loop Qualification.	Number of Loop Qualification transactions simulated by the Simulation system.

[41] While Address Validation can be completed on a stand-alone basis, TN reservation is always combined with Address Validation. For BA retail representatives this is a required two step process requiring two separate transactions.

Function:

PO-2 OSS Interface Availability

Definition:

"OSS Interface Availability" measures the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Bell Atlantic service representatives and CLEC service representatives obtain pre-ordering information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to Bell Atlantic employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface.

Scheduled Availability

- Prime Time: 6 AM to 12:00 Midnight EST Monday through Saturday, excluding Holidays
- Non-Prime Time: 12:01 to 5:59 AM EST Monday through Saturday, and Sundays and Holidays

Note: the number of hours of downtime will be noted in the reports under "observations".
Separate measurements will be performed for each of the following: Pre-Ordering EDI, Pre-Ordering Web GUI, and Maintenance Web GUI. The EnView process will be expanded/updated to monitor and report on future OSS processes.

Methodology:

Bell Atlantic will use EnView as a means of monitoring all BA systems, including retail OSS. However, BA will measure reported outages, based on actual reported time frames as well as any outages captured by EnView and not reported by CLECs. Additionally if a BA outage affects only one CLEC, the system availability will be adjusted to reflect that CLEC's outage. For example, if a single CLEC experienced a 3 hour outage, due to a Bell Atlantic problem, system outage would be counted, on a pro-rated basis. In this way, outages that impact a single CLEC, but that do not necessarily show up in EnView will be captured. EnView will be used as an alarm for system availability and to supplement CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage would be included as if the entire CLEC population experienced the outage.

EnView measurement of availability of the interfaces will be as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the transactions are successful or unsuccessful, or that no transactions are issued (not polled). Transactions are processed by transaction type and separately for each interface type and OSS. The hours of the day are divided into 6-minute measurement periods.

If the interface for any Pre-Order transaction type in a 6-minute measurement period has at least one successful transaction, then the interface is considered available. Unavailable time is calculated only when all interface transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the 6-minute measurement period is counted as "unavailable". If it is determined that no transactions were issued, then the 6-minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an EDI problem. Availability is calculated by dividing the total number of 6-minute measurement periods in a 24-hour day (excluding unmeasured 6-minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100. For example, there are potentially 160 6-minute measurement periods in a 16-hour period. If two 6-minute measurement periods lack successful transactions, then availability equals (1-(2/160)) x 100 = 98.75% Availability.

Methodology – PO-2 OSS Availability (continued)

Web GUI: BA will implement, date to be determined, a mechanized means to measure availability of the Web GUI interface. Until mechanized measurement of availability of the Web GUI interface is operational, BA will measure availability of the Web GUI interface based on out of service troubles reported by CLECs. Out of service troubles must be reported by CLECs to BA's designated trouble reporting point. Once mechanized monitoring is in effect, the Web GUI measurement will be identical to EDI.

Trouble Logs: BA will make available for inspection by the CLEC BA's logs of CLEC reports that the interface is not available.

Exclusions:

The following exclusions will apply

- Troubles reported but not found in BA
- Troubles reported by a CLEC that were not reported to BA's designated trouble reporting point.

Performance Standard:

Metric PO-2-02 (Prime Time): ≥ 99.5%

Formula:

[(Number of hours scheduled less number of scheduled hours not available) / (Number of hours scheduled)] x 100.

Report Dimensions:

Company:	Geography:
· CLEC Aggregate	· State

Products	· Web GUI (Pre-Order, Order and Repair) · EDI · CORBA

Sub-Metrics:

PO-2-02	**OSS Interface Availability – Prime Time**	
Calculation	**Numerator**	**Denominator**
	(Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).	Number of Prime Time Hours in Month.

Ordering (OR)

Function:
OR-1 Order Confirmation Timeliness
Definition:
Resale & UNE: *Order Confirmation Response Time:* The amount of elapsed time (in hours and minutes) between receipt of a valid order request date and time stamp and distribution of a service order confirmation. Orders that are rejected will have the clock re-started upon receipt of a valid order. Partial migrations for less than 10 lines – with accounts that include more than 10 lines that must be rearranged will be treated as 10 lines or greater. *Percent of Orders Confirmed On Time:* The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards. Trunks: The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and distribution of a firm order confirmation. Measures service orders completed between the measured dates. Notes: (1) Rejected Orders – Orders failing "Basic front-end edits" [42] are not placed on Completed PON Master File. (2) Bell Atlantic includes in the Order confirmation Timeliness measurement CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Bell Atlantic's error in initial confirmation[43]. The measurements are based on confirmed orders. (3) If no order confirmations time exists due to a missing order confirmations, BA will use the completion notification time.
Exclusions:
Resale & UNE: · BA Test Orders [44] · Weekend and Holiday Hours (Other than Flow-through) – Weekend Hours are from 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow through requests. · SOP scheduled downtime hours (Flow-through).
Report Dimensions

Company:	Geography:
· CLEC Aggregate · CLEC Specific	· State

[42] Basic front-end edits – see Glossary.

[43] Resent confirmations due to CLEC error – such as duplicate PON numbers, or confirmations resent to reschedule a missed provisioning appointment – either due to CLEC, End User or BA reasons are not counted as resent confirmations.

[44] BA-Test Orders – see Glossary.

Performance Standard: OR-1 Order Confirmation Timeliness		
95% On Time According to schedule below:		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders: *POTS/Pre-Qualified Complex:* • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours *Complex Services) (requiring loop qualification)* • 2 wire Digital Services: 72 hours • 2 Wire xDSL Services: 72 hours *Special Services:* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours [45] **Faxed/Mailed Orders**:Add 24 Hours to intervals above.	**Electronically Submitted Orders:** *POTS/Pre-Qualified Complex:* • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours *Complex Services(requiring loop qualification)* • 2 Wire Digital Services: 72 hours • 2 Wire xDSL Services: 72 hours *Special Services:* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours [4] **Faxed/Mailed Orders**: Add 24 Hours to intervals above.	**Electronically Submitted Orders:** *Firm Order Confirmation*: • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process • *Design Layout Record:*≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process **Faxed/Mailed Orders:** Add 24 Hours to intervals above

Sub-Metrics		
OR-1-02	**% On Time LSRC – Flow Through**	
Products	*Resale:* · POTS/Pre-Qualified Complex	*UNE:* · POTS/Pre-Qualified Complex
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs sent where confirmation date and time less submission date and time is less than 2 hours for specified product.	Total number of flow through LSRs confirmed for specified product.
OR-1-04	**% On Time LSRC < 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* · POTS/Pre-Qualified Complex · 2 Wire Digital Services · 2 Wire xDSL Services · Specials	*UNE:* · POTS/Pre-Qualified Complex · 2 Wire Digital Services · 2 Wire xDSL Services · Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs for less than 10 lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs for less than 10 lines confirmed for specified product.
OR-1-06	**% On Time LSRC ≥ 10 Lines (Electronic)**	
Products	*Resale:* · POTS/Pre-qualified Complex · Specials	*UNE:* · POTS/Pre-qualified Complex · Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs for 10 or more lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs for 10 or more lines, confirmed for specified product.

[45] Also includes orders requiring facility verification as specified in the interval appendix.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-12	**% On Time FOC**	
Products	Trunks: · CLEC Trunks (≤ 192 Forecasted Trunks) · CLEC Trunks (> 192 and Unforecasted Trunks)	
Calculation	**Numerator**	**Denominator**
	Count of orders confirmed within 10 days	Count of orders confirmed (faxed orders) with 192 or less trunks that are not designated projects.

Function:

OR-2 Reject Timeliness

Definition:

Reject Response Time:

The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a service order reject, both based on date and time stamp.

Percent of Orders Rejected On Time:

The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.

Notes:

(1) Rejected Orders – Orders failing "Basic front-end edits"[46] are not placed on Completed PON Master File.

(2) Measurements are based on rejected orders.

Exclusions:

- BA Test Orders
- Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject.
- Weekend and Holiday Hours (Other than Flow-through) – Weekend Hours are from 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.
- SOP scheduled downtime hours (Flow-through).

Report Dimensions :

Company:	Geography:
· CLEC Aggregate · CLEC Specific	· State

Performance Standard:

95% On Time According to schedule below:

Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders: *POTS/Pre-Qualified Complex:* • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours *Complex Services) (requiring loop qualification)* • 2 wire Digital Services: 72 hours • 2 Wire xDSL Services: 72 hours *Special Services:* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours [47] **Faxed/Mailed Orders**: Add 24 Hours to intervals above	**Electronically Submitted Orders:** *POTS/Pre-Qualified Complex:* • Flow-Through Orders: 2 Hours • Orders with < 10 Lines: 24 Hours • Orders with ≥ 10 Lines: 72 Hours *Complex Services(requiring loop qualification)* • 2 Wire Digital Services: 72 hours • 2 Wire xDSL Services: 72 hours *Special Services:* • Orders with < 10 Lines: 48 Hours • Orders with ≥ 10 Lines: 72 Hours [4] **Faxed/Mailed Orders**: Add 24 Hours to intervals above.	Electronically Submitted Orders: • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process Faxed/Mailed Orders: Add 24 Hours to intervals above

[46] Basic front-end edits – see Glossary.

[47] Also includes orders requiring facility verification as specified in the interval appendix.

Sub-Metrics – OR-2 Reject Timeliness		
OR-2-02	**% On Time LSR Reject – Flow Through**	
Products	*Resale:* · POTS/Pre-Qualified Complex	*UNE:* · POTS/Pre-Qualified Complex
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where reject date and time less submission date and time is less than 2 hours for specified product.	Total number of flow-through LSRs rejected for specified product.
OR-2-04	**% On Time LSR Reject < 10 Lines (Electronic – No Flow Through)**	
Products	*Resale:* · POTS/Pre-Qualified Complex · 2 Wire Digital Services · 2 Wire xDSL Services · Specials	*UNE:* · POTS/Pre-Qualified Complex · 2 Wire Digital Services · 2 Wire xDSL Services · Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders less than 10 lines for specified product.	Total number of LSRs electronically submitted for less than 10 lines rejected for specified product.
OR-2-06	**% On Time LSR Reject ≥ 10 Lines (Electronic)**	
Products	*Resale:* · POTS/Pre-qualified Complex · Specials	*UNE:* · POTS/Pre-qualified Complex · Specials
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders 10 or more lines for specified product.	Total number of LSRs electronically submitted for 10 or more lines rejected for specified product.
OR-2-12	**% On Time Trunk ASR Reject**	
Products	Trunks: · CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	Count of rejected trunk orders that meet reject trunk standard (10 days).	Count of rejected trunk orders for less than 192 trunks.

Function:

OR-5 Percent Flow-Through [48]

Definition:

Total Flow-Through: The percent of valid orders received through the electronic ordering Gateway and processed directly to the legacy service order processor without manual intervention. These service orders require no action by a BA service representative to type an order into the service order processor. This is also known as "ordering" flow-through.

% Flow Through Achieved: % of valid orders received through the electronic ordering Gateway that are designed to flow through and actually flow through, but excluding those orders that do not flow due to CLEC errors or a pending order status.

Note: Rejected Orders – Orders failing "Basic front-end edits" [49] are not placed on Completed PON Master File.

Exclusions:

- BA Test Orders
- Orders sent via US Mail or Fax
- From Achieved Flow Through: Orders not eligible to flow through (i.e., order types that are not designed to flow through); Orders on BA accounts where business rules require manual intervention, such as pending orders, BA blocking, contractual issues such as special touch tone requirements (designed to ensure timely billing completion); and Orders with CLEC input errors, such as typographical errors and failure to abide by specified business rules. [specific error codes to be provided in separate attachment. [specific exclusions under development with NYPSC]

Performance Standard:

No Standard Developed for Total Flow-Through [50]. To be developed within 6 months of merger close.

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• State

Sub-Metrics

OR-5-01	**% Flow Through – Total**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all orders that flow through (FLWTHRU-CAND-IND = '1') for specified product.	Total number of LSR/ASR records (orders) for specified product.

[48] While two performance metrics are included for flow through performance, a single metric and standard will be incorporated for performance remedies. The measure will be one of the two provided and the standard finalized 6 months after merger close. Significant development is underway in NY in the development of exclusions for flow through achieved which will enable a recommendation for a metric and standard.

[49] Basic front-end edits – see Glossary.

[50] NY PAP special provisions includes an 80% threshold for total flow through and 95% Achieved.

Sub-Metrics OR-5 % Flow Through (continued)		
OR-5-03	**% Flow Through Achieved**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of orders that flow through (FLWTHRU-CAND-IND='1') for specified product	Count of flow through eligible orders

Provisioning (PR)

Function:			
PR-3 Completed within Specified Number of Days (1-5 Lines)			
Definition:			
For POTS orders with 5 or fewer lines, the percent of orders completed in five business days, between application and work completion dates. The application date is the date (day 0) that a valid service request is received.			
Exclusions:			
· BA Test Orders. · Disconnect Orders. · Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code). · Bell Atlantic Administrative orders. [51] · Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error). · Additional Segments on orders (parts of a whole order are included in the whole). · Orders that are not complete. (Orders are included in the month that they are complete). · Suspend for non-payment and associated restore orders. · Orders completed late due to any end user or CLEC caused delay. · Coordinated cut-over Unbundled Network Elements such as loops or number portability orders.			
Performance Standard:			
Parity with BA Retail. See Interval Guide for specific products and services.			
Report Dimensions			
Company: · BA Retail · CLEC Aggregate · CLEC Specific		Geography: · State	
Products (For all PR-3)	*Retail:* · POTS - Total	*Resale:* · POTS - Total	*UNE:* · POTS – Platform & Other (UNE Switch & INP)
Sub-Metrics			
PR-3-08	**% Completed in 5 Days (1-5 Lines – No Dispatch)**		
Calculation	**Numerator**	**Denominator**	
	Count of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	
PR-3-09	**% Completed in 5 Days (1-5 Lines – Dispatch)**		
Calculation	**Numerator**	**Denominator**	
	Count of POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.	Count of Dispatch POTS orders with 1 to 5 lines.	

[51] BA Administrative Orders – See Glossary

Function:
PR-4 Missed Appointments
Definition:
The Percent of Orders completed after the commitment date. LNP: The percent of orders completed on Time (not early) Trunks: Includes reciprocal trunks from BA to CLEC. The percentage of trunks completed for which there was a missed appointment.
Exclusions:
• BA Test Orders • Disconnect Orders • Bell Atlantic Administrative orders [52] • Additional Segments [53] on orders (parts of a whole order are included in the whole) • Orders that are not complete. (Orders are included in the month that they are complete) • Suspend for non-payment and associated restore orders. • For Delay Days: for orders with both a BA miss and a customer/CLEC miss, delay days attributable to the customer/CLEC are excluded.
Performance Standard:
Parity with BA Retail Retail Comparison for IOF and EEL is total Retail Specials LNP: 95% on Time Retail Comparison for 2 Wire DSL and 2 Wire Digital is POTS Second Lines
Report Dimensions

Company:	Geography:
· BA Retail · CLEC Aggregate · CLEC Specific	· State

[52] BA Administrative Orders – See Glossary

[53] Segments – See Glossary

Sub-Metrics – PR-4 Missed Appointments				
PR-4-01	**% Missed Appointment – Bell Atlantic – Total**			
Description	The Percent of Orders completed after the commitment date due to Bell Atlantic reasons.			
Products	Retail: · Specials · IXC FGD Trunks	Resale: · Specials	UNE: · EEL · IOF · Specials	Trunks: · CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like 'C*') for product group		Count of Orders Completed for product group.	
PR-4-02	**Average Delay Days – Total**			
Description	For orders missed due to Bell Atlantic reasons, the average number of days between committed due date and actual work completion date, attributable to BA.			
Products	Retail: · POTS · 2 Wire Digital · 2 Wire xDSL · Specials · IXC FGD Trunks	Resale: · POTS · 2 Wire Digital · 2 Wire xDSL · Specials	UNE: · POTS · 2 Wire Digital · 2 Wire xDSL · Specials · EEL · IOF	Trunks: · CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Sum of the completion date less due date for orders missed due to company reasons by product group.		Count of orders missed for company reasons, by product group.	
PR-4-04	**% Missed Appointment – Bell Atlantic – Dispatch**			
Description	The Percent of Dispatched Orders completed after the commitment date, due to Bell Atlantic reasons.			
Products	Retail: · POTS · 2 Wire Digital · 2 Wire xDSL	Resale: · POTS · 2 Wire Digital · 2 Wire xDSL	UNE: · Platform · Loop – New	
Calculation	**Numerator**		**Denominator**	
	Count of Dispatched Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like 'C*') for product group.		Count of Dispatched Orders Completed for product group.	

Sub-Metrics PR-4 Missed Appointments (continued)			
PR-4-05	**% Missed Appointment – Bell Atlantic – No Dispatch**		
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Bell Atlantic reasons.		
Products	Retail: · POTS · 2 Wire Digital · 2 Wire xDSL	Resale: · POTS · 2 Wire Digital · 2 Wire xDSL	UNE: · Platform
Calculation	**Numerator**	**Denominator**	
	Count of No Dispatch Orders where the Order completion date is greater than the order due date due to Company Reasons (CISR_MAC like 'C*') for product group.	Count of No Dispatch Orders Completed for product group.	
PR-4-07	**% On Time Performance – LNP Only**		
Description	% of all LNP PONs (including the associated retail disconnect orders) where trigger is in place before the frame due date and disconnect is completed after, but on the due date For LNP only orders, the percent of LNP (retail disconnect) orders completed in translation on or after date and time on order. Reported in Aggregate. Orders disconnected early are considered not met.		
Products	UNE: · LNP		
Calculation	**Numerator**	**Denominator**	
	Count of LNP orders, where port trigger is completed before frame due time (as scheduled on order) and retail disconnect is completed on or after committed time frame. (manual count)	Count of LNP orders completed. (Manual count)	
PR-4-10	**% Completed On Time – Complex (DD-2 Test & Serial Number)**		
Description	% of complex (2 wire digital or 2 wire x DSL services) completed on time with a serial number (index number) provided by CLEC. CLEC did perform test at due date –2.		
Products	Retail • POTS – Residential Second Line	UNE: • 2 Wire Digital Svcs. • 2 Wire xDSL Svcs.	
Calculation	**Numerator**	**Denominator**	
	Count of all orders completed on or before the due date with CLEC acceptance via serial number (and DD-2 test)	Count of all orders completed where the CLEC provided an 800 number and due date –2 test results	

Function:

PR-5 Facility Missed Orders

Definition:

% Facility Miss: The Percent of Orders completed after the commitment date, where the cause of the delay is lack of facilities.

% Facility Orders > 30 Days: The percent of orders missed for lack of facilities where the completion date minus the appointment date is greater than 30 calendar days.

Trunks: The percentage of trunks completed after the commitment date, where the cause of the delay is lack of facilities.

Exclusions:

- BA Test Orders
- Disconnect Orders
- Bell Atlantic Administrative orders [54]
- Additional Segments on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- Suspend for non-payment and associated restore orders.

Performance Standard:

Parity with BA Retail.

Report Dimensions

Company:	Geography:
· BA Retail · CLEC Aggregate · CLEC Specific	· State

Sub-Metrics

PR-5-03	**% Orders Held for Facilities > 60 Days**			
Description	The Percent of Orders completed more than 60 days after the commitment date, due to lack of Bell Atlantic facilities.			
Products	Retail: · POTS · Specials · 2 Wire Digital · 2 Wire xDSL · IXC FGD Trunks	Resale: · POTS · 2 Wire Digital · 2 Wire xDSL · Specials	UNE: · Loop · Platform · 2 Wire Digital · 2 Wire xDSL · Specials	Trunks: · CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of Orders where the completion date less due date is 60 or more days for Company Facility Reasons (CISR_MAC 'CF') for product group		Count of Orders Completed for product group.	

[54] BA Administrative Orders – See Glossary

Function:

PR-6 Installation Quality

Definition:

The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 30 days (and within 7 days for POTS services) of order completion. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office). Disposition Code 5 includes translation troubles closed via STARMEM automatically by CLEC.

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending)
- Troubles closed due to customer action.
- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble.

Formula:

Installation Troubles (within 7 or 30 days) with Disposition Code 3, 4 and 5 / Lines completed x 100

Performance Standard:

Parity with BA Retail For Found Troubles
For PR-6-02 Loop Hot Cuts: ≤ 2%

Report Dimensions

Company:	Geography:
· BA Retail · CLEC Aggregate · CLEC Specific	· State

Sub-Metrics

PR-6-01	**% Installation Troubles reported within 30 Days**			
Description	The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 30 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).			
Products	Retail: · Specials · IXC FGD Trunks	Resale: · 2 Wire Digital · 2 Wire xDSL · Specials	UNE: · 2 Wire Digital · 2 Wire xDSL · Specials	Trunks: · CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 30 days of trouble report.		Total Lines with installation activity within 30 days.	

PR-6-02	**% Installation Troubles reported within 7 Days**		
Description	The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 7 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).		
Products	Retail: · POTS	Resale: · POTS	UNE: · POTS – Loop - Total · POTS – Loop Hot Cut · POTS - Platform
Calculation	**Numerator**	**Denominator**	
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 7 days of trouble report.	Total Lines with installation activity within 30 days.	

Function:

PR-9 Hot Cut Loops

Definition:

A Hot Cut is considered complete when one of the following occurs:

1. BA performs the hot cut, notifies the CLEC by telephone, and the CLEC accepts the hot cut and issues a serial number (or index number), or
2. BA performs the hot-cut, notifies the CLEC by telephone, but the CLEC does not accept the hot cut, or report a trouble, within one hour of notification and has not specifically requested, within the hour, more time to test; or
3. BA performs the hot cut, attempts to notify the CLEC by telephone but receives no answer and leaves a phone message, and the CLEC does not respond within one hour of the message.

Exclusions:

- BA Test Orders
- Bell Atlantic Administrative orders [55]
- Additional Segments [56] on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)

Performance Standard:

Hot Cuts: 95% completed within window.

Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:

1 to 9 lines: 1 Hour
10 to 49 lines: 2 Hours
50 to 99 lines: 3 Hours
100 to 199 lines: 4 Hours
200 plus lines: 8 Hours
If IDLC is involved – 4 Hour Window (8AM to 12 Noon or 1PM to 5PM)

Report Dimensions

Company:	Geography:
· CLEC Aggregate · CLEC Specific	· State

Sub-Metrics

PR-9-01	**% On Time Performance – Hot Cut**	
Description	% of all UNE Loop orders completed within cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & number portability. Orders disconnected early are considered not met.	
Products	UNE: · Loop – Hot Cut (Coordinated Cut-over)	
Calculation	**Numerator**	**Denominator**
	Count of hot cut (coordinated loop orders) (With or without number portability) completed within commitment window (as scheduled on order) on due date.	Count of hot cut (coordinated loop orders) completed.

[55] BA Administrative Orders – See Glossary

[56] Segments – See Glossary

Maintenance and Repair (MR)

Function:

MR-2 Trouble Report Rate

Definition:

Report Rate: Total Initial Customer direct or referred Troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. "Loop" equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a disposition code of 3 (drop-wire), 4 (outside plant loop), or 5 (central office).
UNE Loop is defined as 2 wire analog loop

Exclusions:

- Report rate excludes Subsequent reports (additional customer calls while the trouble is pending)
- Troubles reported on BA official (administrative lines)
- Troubles closed due to customer action.
- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble

Excluded from Total and Loop/CO report rates:

- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).

Performance Standard:

Report Rate:
Parity with BA Retail.
Trunk Retail Equivalent = IXC FGD. Parity should be assessed in conjunction with MTTR

Report Dimensions

Company:	Geography:
· BA Retail · CLEC Aggregate · CLEC Specific	· State

Sub-Metrics

MR-2-01	**Network Trouble Report Rate**			
Products	Retail: · Specials · IXC FGD Trunks	Resale: · Specials	UNE: · Specials	Trunks: · CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Count of All trouble Reports with found network troubles (trbl_cd is FAC or CO)		Count of Lines or specials or trunks in service	

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)			
MR-2-02	**Network Trouble Report Rate – Loop**		
Products	Retail: · POTS/ Complex	Resale: · POTS/Complex	UNE: · Platform · Loop · 2 Wire Digital Services · 2 Wire xDSL Services
Calculation	**Numerator**	**Denominator**	
	Count of all loop trouble reports (Disposition Code of 03 and 04)	Count of Lines in service	
MR-2-03	**Network Trouble Report Rate – Central Office**		
Products	Retail: · POTS/ Complex	Resale: · POTS/Complex	UNE: · Platform · Loop · 2 Wire Digital Services · 2 Wire xDSL Services
Calculation	**Numerator**	**Denominator**	
	Count of all central office trouble Reports (Disposition Code of 05)	Count of Lines in service	

Function:

MR-3 Missed Repair Appointments

Definition:

The Percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred as % of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).
Loop is defined as disposition Codes 03 plus 04 and are always dispatched.

Exclusions:

- Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval
- Excludes Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble

Performance Standard:

MR-3-01 and MR-3-02 - Parity with BA Retail.

Report Dimensions

Company:	Geography:
· BA Retail · CLEC Aggregate · CLEC Specific	· State

Sub-Metrics

MR-3-01	**% Missed Repair Appointment – Loop**		
Products	Retail: · POTS/ Complex	Resale: · POTS/Complex	UNE: · Platform · Loop · 2 Wire Digital · 2 Wire xDSL

Calculation	**Numerator**	**Denominator**
	Count of loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for disposition codes 0300-0499).	Count of Loop Troubles (disposition codes 03 and 04).

MR-3-02	**% Missed Repair Appointment – Central Office**		
Products	Retail: · POTS/ Complex	Resale: · POTS/Complex	UNE: · Platform · Loop · 2 Wire Digital · 2 Wire xDSL

Calculation	**Numerator**	**Denominator**
	Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).	Count of Central Office Troubles (disposition code 05).

Function:

MR-4 Trouble Duration Intervals

Definition:

Mean Time to Repair: (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).
For POTS and Complex -type services this is measured on a "running clock" basis. Run clock includes weekends and holidays.
For Special Services-type services and interconnection trunks, this is measured on a "stop clock" basis (i.e., the clock is stopped when CLEC testing is occurring, BA is awaiting carrier acceptance, or BA is denied access).
Out of Service Intervals: The percent of Network Troubles that indicate an out of service condition which was repaired and cleared more than "y" hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into BA's designated trouble reporting interface either directly by the CLEC or by a BA representative upon notification. Includes weekends and holidays. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office). Note: y" equals hours out of service (12 or 24 hours). For Special Services: OOS is defined as troubles where, in the initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Bell Atlantic network (trbl_cd is "FAC" or "CO").

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Bell Atlantic employees in the course of performing preventative maintenance, where no customer has reported a trouble

Performance Standard:

Parity with BA Retail.

Report Dimensions

Company:	Geography:
· BA Retail · CLEC Aggregate · CLEC Specific	· State

Sub-Metrics

MR-4-01	**Mean Time To Repair – Total**			
Products	Retail: · Specials · IXC FGD Trunks	Resale: · Specials	UNE: · Specials	Trunks: · CLEC Trunks
Calculation	**Numerator**		**Denominator**	
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials – excludes stop time))		Count of central office and loop troubles (disposition codes 03, 04 and 05.)	

Sub-Metrics MR-4 Trouble Duration Intervals (continued)			
MR-4-02	**Mean Time To Repair – Loop Trouble**		
Products	Retail: · POTS/ Complex	Resale: · POTS/Complex	UNE: · Platform · Loop · 2 Wire Digital · 2 Wire xDSL
Calculation	**Numerator**	**Denominator**	
	Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)	Count of loop troubles (disposition codes 03 and 04)	
MR-4-03	**Mean Time To Repair – Central Office Trouble**		
Products	Retail: · POTS/ Complex	Resale: · POTS/Complex	UNE: · POTS – Platform · POTS - Loop · 2 Wire Digital · 2 Wire xDSL
Calculation	**Numerator**	**Denominator**	
	Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)	Count of Total central office troubles (disposition codes 05)	
MR-4-07	**% Out of Service > 12 Hours**		
Products	Retail: · IXC FGD Trunks	Trunks: · CLEC Trunks	
Calculation	**Numerator**	**Denominator**	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours.	Count of Out of service troubles (Loop & CO)	
MR-4-08	**% Out of Service > 24 Hours**		
Products	Retail: · POTS/Complex · Specials	Resale: · POTS/Complex · Specials	UNE: · Platform · Loop · 2 Wire Digital · 2 Wire xDSL · Specials
Calculation	**Numerator**	**Denominator**	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.	Count of Out of service troubles (Loop & CO).	